VILLAGE OF RUIDOSO

Contact : Mayor Ray Alborn
Telephone: 575-258-4343
Email: RayAlborn@ruidoso-nm.gov
Emergency Operation Center 575-257-4116

FOR IMMEDIATE RELEASE
February 11, 2011

UPDATE #7 – 9:30 am

EMERGENCY IN THE VILLAGE OF RUIDOSO
RESULTING FROM WATER BREAKS
AFFECTING THE DELIVERY OF WATER TO OUR RESIDENTS

We are now five days into the emergency and efforts to stabilize the Village water system, showing signs of recovery following historically cold temperatures causing approximately 428 water breaks. The Ebony pressure reducing value (PRV) was turned off around 10:00 am on Tuesday, February 8, 2011 in response to a precipitous drop in water levels at the two 5 million gallon potable (drinking) water storage tanks located on Alto Crest. This represented a loss of approximately 6 million gallons of water. Village staff is continuing to monitor the water levels and the Alto tanks, which measured at 25 feet this morning. The system is currently only able to produce 2.5 million gallons per day, which is a serious concern in the delivery of water to our residents.

The next two to three days will be critical in our efforts to maintain a minimum water level above 16 feet in the Alto Tanks. We recognize the need to restore service to our residents in the upper portions of Upper Canyon, Perk Canyon, Brady Canyon and Flume Canyon and have developed a plan to accomplish this in the most expedient way possible. **To assist us with this effort, the Governor has authorized a mission of New Mexico National Guard, who will arrive in Ruidoso today.**

Listed below is the plan and a generalized location map that shows that the affected area will be divided into 5 zones. Each zone will follow the same procedure in sequence beginning with the zone nearest to the appropriate PRV.

The affected area has been divided into 5 zones. Each zone will follow the same procedure in sequence beginning with the zone nearest the PRV:

1. Verify that all water meters serving customers in the zone have been turned off.
2. Verify that the valves at the downstream end of the zone and any zone interconnect valves have been fully closed.
3. Introduce a chlorine solution into selected fire hydrants in the zone. The quantity of solution introduced must be capable of producing a chlorine residual of 50 parts per million in the zone for at least 2 hours.
4. Charge the zone with water to operating pressure. This can take an average of 2 to 3 hours depending on the length and size of pipes in the zone.
5. Monitor pressure levels for two hours to allow for the chlorine residual to disinfect the system and to check for leaks in the Village lines. If there is no significant pressure drop, take the required sample and move to the next zone. If there is a significant pressure drop, look for the leak, close the valve and repair the leak,

add more chlorine, re-pressurize the zone and monitor for two hours to verify that there are no additional leaks. If additional leaks are found, close the valve, repair the leaks, add more chlorine, repeat pressurization and monitor. Take the required sample only after the zone has been stabilized.

6. Once the zone has been stabilized with no leaks, there will be a minimum 24 hour waiting period required for the test to verify no contamination.

This process will begin the morning of 2/11 and continue until completed. Only after all zones have been tested and stabilized (all leaks repaired) will any customers have their water service restored. If no leaks are found, water should be restored to all customers who are actually in residence by Tuesday, 2/15. If leaks are found, restoration of water service could be delayed for up to several more days.

The planned time frame is as follows:

Zone 1 - 2/11

1. 1:00 PM compute the required amount of chlorine solution required, verify that all village water meter shutoff valves have been turned off and dispatch all crews to their assigned duties.
2. 1:30 PM confirm that downstream and interconnect valves are turned fully off.
3. 2:00 PM begin introducing chlorine solution.
4. 2:30 PM begin introducing water to the zone.
5. 5:00 PM zone should be pressurized.
6. 7:00 PM end of two hour monitoring. If pressure has held, take sample and move to Zone 2. If not, find and repair leak.

Zone 2 - 2/12 if no leaks in Zone 1

1. 7:00 AM compute the required amount of chlorine solution required, verify that all village water meter shutoff valves have been turned off and dispatch all crews to their assigned duties.
2. 7:30 AM confirm that downstream and interconnect valves are turned fully off.
3. 8:00 AM begin introducing chlorine solution.
4. 8:30 AM begin introducing water to the zone.
5. 11:00 AM zone should be pressurized.
6. 1:00 PM end of two hour monitoring. If pressure has held, take sample and move to Zone 3. If pressure has not held, find and repair leak. Repeat process.

Zone 3 - 2/12 if no leaks in Zone 1 and/or Zone 2

1. 11:30 AM compute the required amount of chlorine solution required, verify that all village water meter shutoff valves have been turned off and dispatch all crews to their assigned duties.
2. 12:00 PM confirm that downstream and interconnect valves are turned fully off.
3. 12:30 PM begin introducing chlorine solution.

4. 1:00 PM begin introducing water to the zone.
5. 3:30 PM zone should be pressurized.
6. 5:30 PM end of two hour monitoring. If pressure has held, take sample and move to Zone 4. If pressure has not held, find and repair leak. Repeat process.

Zone 4 - 2/13 if no leaks in Zone 1 and/or Zone 2 and/or Zone 3

1. 7:00 AM compute the required amount of chlorine solution required, verify that all village water meter shutoff valves have been turned off and dispatch all crews to their assigned duties.
2. 7:30 AM confirm that downstream and interconnect valves are turned fully off.
3. 8:00 AM begin introducing chlorine solution.
4. 8:30 AM begin introducing water to the zone.
5. 11:00 AM zone should be pressurized.
6. 1:00 PM end of two hour monitoring. If pressure has held, take sample and move to Zone 5. If pressure has not held, find and repair leak. Repeat process.

Zone 5 - 2/13 if no leaks in Zone 1 and/or Zone 2 and/or Zone 3 and/or Zone 4

1. 11:30 AM compute the required amount of chlorine solution required, verify that all village water meter shutoff valves have been turned off and dispatch all crews to their assigned duties.
2. 12:00 PM confirm that downstream and interconnect valves are turned fully off.
3. 12:30 PM begin introducing chlorine solution.
4. 1:00 PM begin introducing water to the zone.
5. 3:30 PM zone should be pressurized.
6. 5:30 PM end of two hour monitoring. If pressure has held, take sample and deliver to testing lab. Wait a minimum of 24 hours for test results. If pressure has not held, find and repair leak. Repeat process.
7. 2/14 - 6:30 PM if pressure has held in all zones without need for leak repairs, begin opening only those customer water meter valves of customers who are currently in residence to restore their service. Crews will make contact with the resident before turning service back on. This is to insure that someone is home if a leak develops in the house after service is restored. If leaks in the Village lines were found, this step could be delayed as much as several days.

Customers who do not have a shutoff valve on their side of the meter as required by Village Ordinance will be advised of the need to have a valve installed within the next 60 days. Failure to install a valve will subject them to loss of water service.

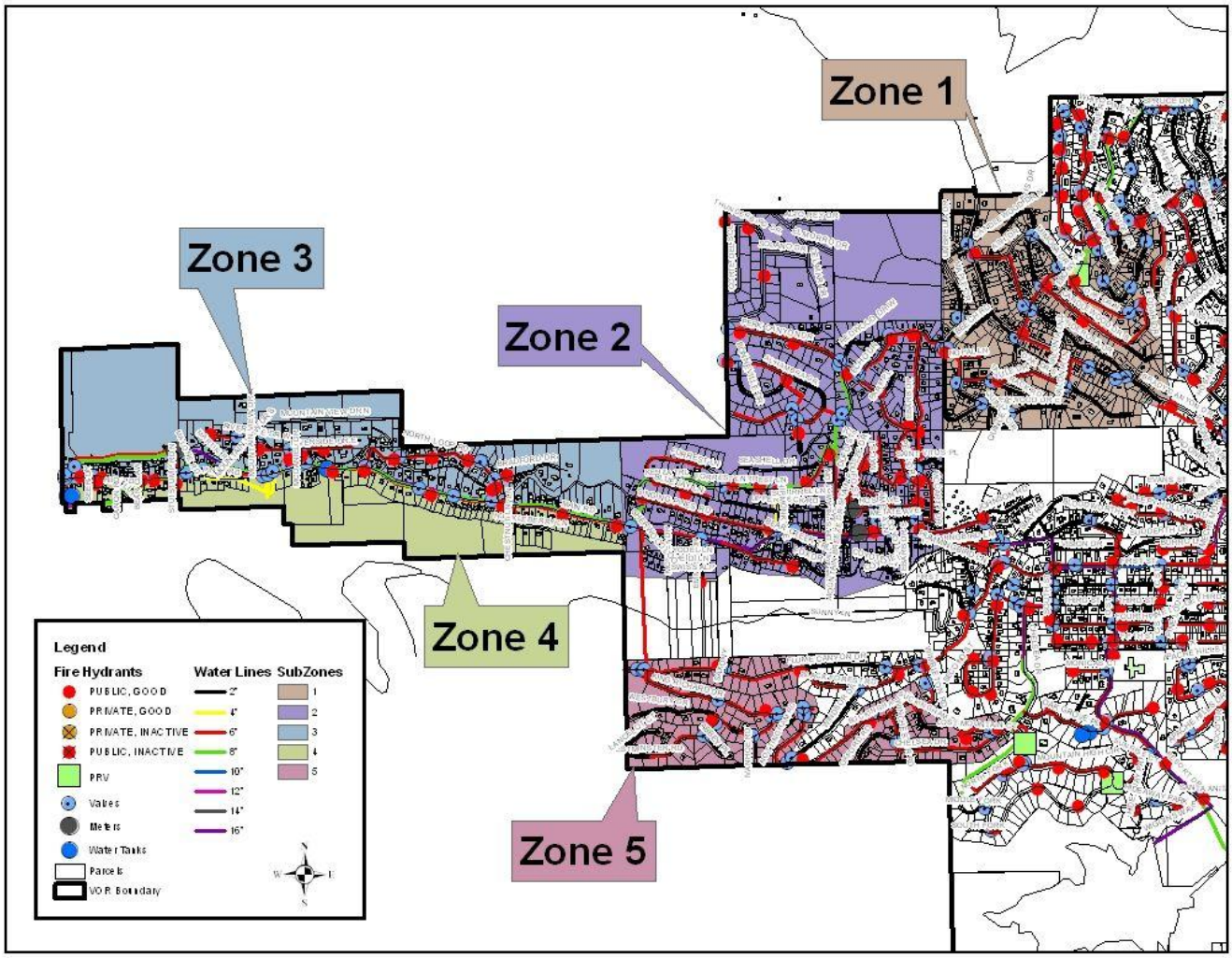
Penalties will be imposed for customers who use the Village water meter shutoff valve to turn their water service back on because they have failed to install the required shutoff valve on their side of the meter. A customer operating the Village water meter shutoff valve is a violation of Village Ordinance and can compromise the ability to shut off service if the valve is damaged and there is a problem in the future.

If for any reason the water level in the Alto tanks drops below 16 feet, this project will be suspended until water levels recover sufficiently to resume.

We will be providing potable water at the Main Fire Station at 541 Sudderth 24 hours a day. Non-potable water will be available at Fire Station 3 located in Upper Canyon across from Black Bear Lodge. This water can be used for flushing toilets.

As reported earlier, the Environmental Department has brought in nine (9) Environment Department employees to test potable water samples around the Village to ensure public safety, and to provide assistance and guidance as needed. **To date, there have been NO instances of contamination in the Village of Ruidoso.** As a precautionary measure, the New Mexico Environment Department, Office of the Secretary, issued a Precautionary Boil Advisory for Ruidoso encouraging everyone to boil their drinking water for a minimum of five minutes. The NMED h restaurants in Ruidoso to test the drinking water for chlorine residuals and sufficient water pressure. Restaurant owners/managers are being advised of the precautionary boil water advisory. They are also being informed that if the water tests ok, they can serve the water and use it for operations. Bottled water can be used as drinking water if they would prefer. Restaurant owners/managers are being informed that if they run out of water, they are to cease operations immediately and contact the NMED at 575-258-3272. This order is in place until the NM Environment Department officially lifts the order.

We will be issuing updates on this progress periodically as information becomes available. If you have any questions, please feel free to call the Emergency Operation Center at 575-257-4116 or 575-630-0204.


Zone 1
Zone 3
Zone 2
Zone 4
Zone 5
Legend
Fire Hydrants
PUBLIC, GOOD
PRIVATE, GOOD
PRIVATE, INACTIVE
PUBLIC, INACTIVE
PRV
Valves
Meters
Water Tanks
Parcels
VOR Boundary
Water Lines
2"
4"
6"
8"
10"
12"
14"
16"
SubZones
1
2
3
4
5

* * *